

EXPRESS MAIL LABEL NO. EL692233521US

PATENT
Attorney Docket No. LLY-004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Lilly
SERIAL NO.: Not Yet Assigned GROUP NO.: Not Yet Assigned
FILING DATE: Herewith EXAMINER: Not Yet Assigned
TITLE: SYSTEM AND METHOD FOR DETERMINING AND
REDUCING CUSTOMER SERVICE IMPACT

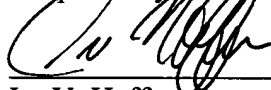
Assistant Commissioner for Patents
Washington, D.C. 20231

TRANSMITTAL OF FORMAL DRAWINGS

Sir:

The formal drawings for this application - Number of Sheets - Twenty (20).

Respectfully submitted,



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